



EMS AIRCRAFT PERMIT POLICY

A. PURPOSE

To establish a policy for the permitting for Emergency Medical Services (EMS) Aircraft to provide emergency 9-1-1 or emergency interfacility transportation services within San Bernardino County.

B. DEFINITIONS

1. **Advanced Life Support (ALS):** Any definitive prehospital emergency medical care role approved by ICEMA, in accordance with State regulations, which includes all of the specialized care services listed in California Health and Safety Code, Section 1797.52.
2. **Air Ambulance:** Any aircraft specially constructed, modified or equipped, and used for the primary purposes of responding to emergency calls and transporting critically ill or injured patients whose medical flight crew has a minimum two (2) attendants licensed in ALS.
3. **ALS Rescue Aircraft:** A rescue aircraft whose medical flight crew has at a minimum one (1) attendant certified or licensed in ALS.
4. **Automated Flight Following (AFF):** AFF is the method of agency flight following by which ICEMA and ICEMA's Air Dispatch Center (ADC) monitor provider's aircraft; since the aircraft N-number/identifier, position, speed, and heading of each AFF-equipped aircraft is graphically depicted every two (2) minutes or less. The ability to resume radio flight following will be maintained and utilized in the event the AFF system ceases to function (e.g., agency network internet connection failure or aircraft AFF transmitter failure).
5. **Auxiliary Rescue Aircraft:** A rescue aircraft which does not have a medical flight crew, or whose medical flight crew does not meet the minimum requirements specified in the California Code of Regulations, Title 22.
6. **Basic Life Support (BLS):** Those procedures and skills contained in the EMT scope of practice as specified in the California Code of Regulations, Title 22, Section 100063.

7. **BLS Rescue Aircraft:** A rescue aircraft whose medical flight crew has at a minimum one (1) attendant certified as an EMT within the State of California as specified in Title 22, California Code of Regulations, Section 100074 (c).
8. **Designated Air Dispatch Center (ADC):** The ICEMA designated dispatch center which dispatches and coordinates air ambulance and/or rescue aircraft response to the scene of a medical emergency within the ICEMA region.
9. **Dispatch:** For the purposes of this policy, refers to the call for EMS Aircraft response to a specific destination.
10. **Emergency Medical Services (EMS) Aircraft:** Any aircraft utilized for the purpose of prehospital emergency patient response and transport. EMS aircraft includes air ambulances and all categories of rescue aircraft.
11. **Emergency Medical Technician (EMT):** An individual trained in all facets of BLS according to standards specified by the California Health and Safety Code, Section 1797.50 - 1797.97, and who has a valid certificate pursuant to same.
12. **Emergency Medical Technician - Paramedic (EMT-P):** An individual whose scope of practice to provide ALS is according to standards specified in the California Health and Safety Code, Section 1797.50 - 1797.97, and who has a valid certificate/license and ICEMA accreditation.
13. **ICEMA:** Inland Counties Emergency Medical Agency is the local EMS agency for the County of San Bernardino.
14. **Medical Flight Crew:** The individual(s), excluding the pilot, specifically assigned to care for the patient during aircraft transport.
15. **Mobile Intensive Care Nurse (MICN):** A registered nurse who is functioning pursuant to the Business and Professions Code, Section 2725, and who has been authorized by the ICEMA Medical Director to provide prehospital ALS or to issue instructions to prehospital emergency medical care personnel within an EMS system according to standardized procedures developed by ICEMA consistent with statewide guidelines.
16. **Mobile Intensive Care Nurse - Flight (MICN-F), "Flight Nurse":** An ICEMA authorized MICN who has applied for, completed, and met all ICEMA requirements for "flight" designation and qualifies to provide prehospital ALS during flight operations aboard air ambulance and/or air rescue aircraft.
17. **Policy:** An ICEMA developed and implemented procedure or protocol. Policies are a principle and/or rule to guide decisions to achieve important organizational decisions.

18. **Provider:** Any entity possessing a current ICEMA issued permit to provide air ambulance/air rescue service within the County.
19. **Rescue Aircraft:** An aircraft whose usual function is not prehospital emergency patient transport but which may be utilized, in compliance with local EMS policy, for prehospital emergency patient transport when use of an air or ground ambulance is inappropriate or unavailable. Rescue aircraft includes ALS rescue aircraft, BLS rescue aircraft and auxiliary rescue aircraft.
20. **Service Delivery Plan (SDP):** A plan submitted to ICEMA by provider that identifies the following:
 - a. Location of all EMS aircraft base(s) operation(s).
 - b. List of projected Estimated Time of Arrivals (ETAs) to specific locations within the county based on their base(s) of operation(s). (ETAs shall include the time necessary for all Part 135 flight plans and administrative action items that are required to occur before an EMS aircraft can take off.)
 - c. Provider must identify flight and performance capabilities of each aircraft in their permitted fleet, and shall not substitute aircraft or location of deployment without prior ICEMA approval.

C. REQUIRED

It shall be unlawful for any person, either as owner, provider or otherwise, to operate, conduct, maintain, advertise, engage in or profess to engage in the business or service of the transportation of patients by aircraft within ICEMA's area of authority, except in conformance with a valid permit issued by ICEMA.

D. EXCEPTIONS

1. Aircraft operated as air ambulances at the request of local authorities during any "state of war emergency," duly proclaimed "state of emergency" or "local emergency," as defined in the California Emergency Services Act (Government Code Chapter 7 of Division I of Title 2), as amended;
2. Rescue aircraft operated by the California Highway Patrol, Department of Forestry, National Guard, or Federal Government.
3. Fixed wing aircraft utilized to transport patients to destinations in other counties or states.

4. EMS aircraft based in neighboring counties, and the States of Arizona and Nevada, may provide emergency services within such adjacent border areas as may be designated by ICEMA subject to the following requirements that:
 - a. Out-of-county EMS aircraft must conform to the regulatory requirements for EMS aircraft of the jurisdiction out of which it operates;
 - b. The operator of the out-of-county EMS aircraft enters into an agreement with ICEMA, which describes the area to be serviced.

E. PERMIT FEES

Permit fees shall be in accordance of ICEMA Policy #5090 (fee schedule). All permits shall be issued to expire on June 30 of each year, and the annual fee therefore may be prorated on a quarterly basis for the first year.

F. APPLICATION FOR A PERMIT OR RENEWAL OF A PERMIT

In order for ICEMA to issue a new or renew an existing permit for operation as an EMS aircraft provider, the applicant shall first file an application in writing on a form to be furnished by ICEMA, which shall provide the following minimum information:

1. Name and description of applicant.
2. Business and residential address of the applicant.
3. Trade or firm name, or doing business as recorded.
4. If a corporation, a joint venture or a partnership or limited partnership, the names of all partners, or the names of corporate officers, their permanent addresses and their percentage of participation in the business.
5. Statement of facts for new applicants showing the past experience of the applicant in the operation of an air ambulance/air rescue service and at what level, e.g., ALS or BLS, and that the applicant is qualified to render efficient air ambulance/air rescue service(s).
6. FAA certification number of the aircraft operator.
7. Photocopy of the Part 135 Certificate issued by the FAA, if applicable.
8. Types of communications access and capabilities of the applicant.
9. Statement agreeing to provide real-time AFF data to ICEMA and/or its designee as per ICEMA specifications.

10. Statement agreeing to utilize ICEMA's ImageTrend ePCR software as is now approved, or ICEMA's designated ePCR software as may change in the future.
11. Service which applicant proposes to provide, and the aircraft classification as determined by the ICEMA.
12. Statement applicant owns or will have under its control required equipment to adequately conduct an EMS aircraft service which meet the requirements established by ICEMA, and that the applicant owns or has access to suitable and safe facilities for maintaining its EMS aircraft in a clean, sanitary and mechanically sound condition.
13. Statement to the fact that the applicant is in total compliance with all ICEMA EMS aircraft service regulations.
14. The intended emergency medical service area and the location and description of the base(s) of operation(s) from which EMS aircraft will operate.
15. Name, training and qualifications of the EMS aircraft medical director.
16. List, amended as required during the year for any changed, substituted, loaned, or leased EMS aircraft including operational specifications and Part 135 FAA certificate.
17. Affirmation that each permitted EMS aircraft and its appurtenances conform to all applicable provisions of this policy, and any other applicable State or local directives.
18. Statement that the applicant will employ sufficient medical personnel adequately trained and available to deliver EMS aircraft services at all times during operational hours as provided for in Service Delivery Plan (SDP), permit application and/or as communicated to ICEMA's ADC.
19. List, amended as required, during the year for any medical personnel changes, giving a description of the level of training and a copy of each certificate or license issued by the Federal, State, county, or ICEMA establishing qualifications of such personnel in EMS aircraft operations. An initial applicant shall submit a list of medical personnel and their qualifications prior to attaining operational status.
20. Proposed schedule of any rates to be charged by the provider for EMS aircraft services. Additionally, any increase in rates charged must be provided to ICEMA thirty (30) days prior to becoming effective.

21. Copy of the provider's SDP must be submitted to ICEMA for review and approval by ICEMA thirty (30) days prior to implementation.
22. Applicant must agree to indemnify, defend, and hold harmless San Bernardino County, ICEMA and its officers, employees, agents, and volunteers from any and all claims, actions, losses, damages and/or liability arising out of this contract from any cause whatsoever, including the acts, errors, or omissions of any person and for any costs or expenses incurred by San Bernardino County and/or ICEMA on account of any claim, therefore, except where such indemnification is prohibited by law. This indemnification provision shall apply regardless of the existence or degree of fault of indemnities.
23. Such other facts or information as ICEMA may require.

G. ISSUANCE OR DENIAL APPLICATION REVIEW

1. Upon receipt of an application, ICEMA will conduct a review to ensure compliance with this policy. Upon successful review and completion of all requirements, ICEMA will provide a recommendation and contract between ICEMA and the applicant to its Governing Board.
2. The ICEMA Governing Board may order the issuance of a permit to conduct an EMS aircraft service if the applicant meets all requirements of this policy.
3. The ICEMA Governing Board may order the denial or revocation of a permit if the applicant or any partner, officer, or director thereof:
 - a. Was previously the holder of a permit issued under the ordinance which permit has been revoked or not reissued and the terms or conditions of the suspension have not been fulfilled or corrected.
 - b. Has committed any act, which, if committed by any provider or any partner, officer or director, would be grounds for the suspension or revocation of a permit issued pursuant to this policy.
 - c. Has committed any act involving dishonesty, fraud, or deceit whereby another is injured or where the applicant has benefitted.
 - d. Has acted in the capacity of a permitted provider, or any partner, officer or director, under this policy without having a permit therefore.
 - e. Has entered a plea of guilty to, or been found guilty of, or been convicted of a felony, or a crime involving moral turpitude, and the time for appeal has elapsed or the judgment or conviction has been affirmed on appeal, irrespective of an order granting probation

following such conviction suspending the imposition of sentence, or of a subsequent order under the provisions of Penal Code § 1203.4 or 179 (b) allowing such person to withdraw his or her plea of guilt and to enter a plea of not guilty, or dismissing the accusation of information.

H. CONTENT OF PERMIT

The permit shall specify the dates of issuance and of expiration, the service it is authorized to provide, the number of EMS aircraft permitted, and any special conditions regarding communication, equipment, personnel, or waiver of requirements deemed appropriate by ICEMA.

I. AMENDMENT OF PERMITS

Upon request by the provider, ICEMA may amend the conditions specified in a permit if it finds such changes in substantial compliance with the provisions of this policy. Such amendment shall not affect the expiration date of the existing permit, nor shall it authorize a change in ownership from that specified in the original permit.

J. SUSPENSION, REVOCATION, CONDITIONAL OPERATION, AND TEMPORARY VARIANCE OF PERMITS

1. Immediate Suspension: ICEMA may order the immediate suspension of a provider's permit when it determines, in its sole discretion, that the conduct of the provider threatens immediate harm to the public's health, safety and/or welfare.
2. Grounds for Revocation or Suspension: Commission of any one or more of the following acts by a provider or its partners, officers, directors, and/or employees will be cause for suspension, and where appropriate, the ultimate revocation of a provider's permit:
 - a. Provider knowingly or continues to assign partners, officers, directors, senior administrative staff, pilots and/or medical staff to the ICEMA region who:
 - 1) Is convicted of any felony.
 - 2) Is convicted of any misdemeanor involving moral turpitude.
 - 3) Is convicted of any offense relating to the use, sale, possession, or transportation of narcotics or habit-forming drugs.

- 4) Commits any act involving dishonesty, fraud, or deceit whereby another is injured, or whereby the provider or any partner, officer, or director has benefitted.
 - 5) If any of the provider's partners, officers, directors, senior administrative staff, pilots and/or medical staff are found, after hearing, to have acted in the manner set forth in Items i-iv, above, the provider shall not have its permit suspended or revoked unless it failed, for more than 15 days after the completion of said hearing, to have terminated its relationship with the person or persons found to have so acted.
 - 6) ICEMA reserves the right throughout the life of provider's permit to deny or cause to be removed, any individual(s) of provider's staff to hold position, operate, or work for provider within ICEMA's region.
 - b. Violates any section of this policy or the EMS Plan, or any policies, rules or regulations that are promulgated by ICEMA which relates to permit activities.
 - c. Has misrepresented a material fact in obtaining a permit, or is no longer adhering to the conditions specified in the provider's permit.
 - d. Aids or abets an unlicensed or uncertified person to evade the provisions of this policy.
 - e. Fails to make and keep records showing transactions as a provider, or fails to have such records available for inspection by ICEMA for a period of not less than three (3) years after completion of any transaction to which the records refer, or refuses to comply with a written request of ICEMA to make such records available for inspection.
 - f. Accepts an emergency call when knowingly unable to provide the requested service or fails to inform the person requesting such service of any delay and fails to obtain the consent of such person before causing an EMS aircraft to respond from a location with a longer estimated time of arrival than the one to which the request was directed.
 - g. Fails to pay required fees or penalties.
3. Interruption of Service: In the event of any interruption of service of more than 24 hours in duration, or any substantial change in the EMS aircraft service, which causes, or threatens to cause, the EMS aircraft service to be carried out differently from that specified in the current permit, the provider

shall notify the ICEMA immediately by telephone and in writing within five (5) days stating the facts of such change. Failure to immediately notify ICEMA of such interruption of service or changes in the manner in which results in EMS aircraft service to be carried out differently from that specified in the current permit may, at ICEMA's discretion, result in the suspension and ultimate revocation of the provider's permit.

4. Temporary Variance: Upon request by the provider, ICEMA may grant a temporary variance in writing from the conditions specified in the original permit if it finds that such change is in substantial compliance with the provisions of this policy. If ICEMA finds that such change is not in substantial compliance with this policy, it may suspend, revoke or amend the permit by written notice. No permit shall be transferred to another person except upon prior approval of the ICEMA Governing Board after timely review and report thereon by ICEMA.

K. RIGHT OF APPEAL SUSPENSION OR REVOCATION, APPLICABLE PROCEDURE

1. Notice of Denial of Permit Renewal, Suspension, or Revocation: If ICEMA denies a permit renewal, or if ICEMA suspends or revokes a permit, ICEMA give written notice specifying the action taken, and the effective date thereof. Such notification shall be by registered or certified mail with an additional copy by general delivery to the notice address provided in provider's permit agreement. If ICEMA deems immediate suspension or revocation of services to be necessary, it may provide verbal notice by telephone and/or e-mail to the provider, with written notice to follow within no more than five (5) business days. Notice of immediate suspension, by whatever means, shall be effective immediately on receipt of the provider.
2. Notice of Appeal of Permit Denial, Renewal, Suspension or Revocation: If the renewal of a permit is denied by ICEMA, or if ICEMA suspends or revokes a permit, the provider may chose to appeal the denial, suspension or revocation. In such cases, the provider shall give written notice of its appeal to ICEMA specifying the action being appealed from, and the effective date thereof. Such notification shall be by registered or certified mail. The provider shall, upon written request, be entitled to a hearing. Except in cases of immediate suspension or revocation, the provider's notice of appeal and request for hearing shall be made within ten (10) days of receiving ICEMA's notice of denial, revocation, or suspension. The provider shall then be afforded a hearing prior to the effective date of denial, suspension, or revocation.
3. Appeal Hearing Procedure and Deadlines: Upon receipt of a provider's notice of appeal and request for hearing, ICEMA shall contact the California Office of Administrative Hearings, and schedule the matter for hearing as soon as reasonably possible, but not more than 60 days following receipt of

the provider's written notice of appeal and request for hearing. ICEMA shall give notice to the provider of the date, time and location for the hearing. Upon completion of the hearing, the administrative law judge who presided at the hearing shall make his or her recommendation to the ICEMA Governing Board whether to uphold or withdraw the denial, suspension or revocation of the provider's permit, and the ICEMA Governing Board shall act on that recommendation within a reasonable time frame of ICEMA's receipt of that recommendation, and provide written notice to the provider of the appeal's outcome.

4. The decision of the ICEMA Governing Board upon any such appeal shall be final.

L. LIABILITY INSURANCE

1. Provider shall obtain and keep in force during the term of said permit comprehensive general liability insurance issued by a company authorized to do business in the State of California, insuring the owner, and also naming the County and ICEMA as an additional insured of such aircraft against loss by reason of injury or damage that may result to persons or property. Said policy shall be in a sum determined annually by San Bernardino County Risk Management for personal injury to or death of any one person in any single accident; or destruction of property in any one accident. Workers Compensation insurance shall be carried covering all employees of the permit holder. ICEMA shall issue a permit, certified copies of the policies and certificates evidencing such policies shall be filed with ICEMA. All policies shall contain a provision requiring a 30-day notice be given to ICEMA prior to cancellation, modification, or reduction in limits. All policies shall be primary and noncontributory with any insurance held by the County.
2. Public providers shall show evidence of liability protection in the form of copies of insurance policies, official action of their governing body or other legal documents evidencing a self-insured program.

M. COMMUNICATIONS REQUIREMENTS

1. Each permitted EMS aircraft service operating in ICEMA's region shall establish and maintain radio contact with ICEMA'S ADC via the San Bernardino County's 800 MHz system utilizing ADC approved equipment capable of same as it exists now or may change from time to time. Radio procedures prescribed by ICEMA's ADC shall be utilized.
2. Each EMS aircraft must be equipped with an AFF data link between provider's aircraft ICEMA and ICEMA's designated ADC. AFF must be operational within 90 days of written notification by ICEMA. AFF component and data link must meet automated flight following requirements

as outlined at www.AFF.gov. Reference the National Interagency Mobilization Guide, Chapter 20, for specific direction regarding AFF.

N. EMS AIR AMBULANCE STAFFING

1. Provider shall staff all responding air ambulances with at least (2) ICEMA accredited/authorized ALS personnel serving as the Medical Flight Crew. Personnel shall receive flight designation from ICEMA after receiving training in aeromedical transportation as specified and approved by ICEMA. Training shall include, but not be limited to:
 - a. General patient care in-flight.
 - b. Changes in barometric pressure, and pressure related maladies.
 - c. Changes in partial pressure of oxygen.
 - d. Other environmental factors affecting patient care.
 - e. Aircraft operational systems.
 - f. Aircraft emergencies and safety.
 - g. Care of patients who require special consideration in the airborne environment.
 - h. EMS system and communications procedures.
 - i. The prehospital care system(s) within which they operate including local medical and procedural protocols.
 - j. Use of onboard medical equipment.
 - k. Continuing education as required by their licensure or certification. Additional continuing education in aeromedical transportation subjects may be required by ICEMA.
2. Registered nurses must be authorized by ICEMA as Mobil Intensive Care Nurse - Flight (MICN-F) personnel, in addition to any additionally required flight training that an EMS aircraft provider may require.
3. On-site shift schedules/scheduling are not to routinely exceed 24 hours in any 36 hour time period. EMS flight personnel are required to have at least 8 hours of (uninterrupted by employer work) rest.

4. Air ambulance service shall keep a pilot and two (2) prehospital personnel staff as set forth above available for EMS aircraft at all times when in service to assure immediate response to emergency calls.
5. Minimum staffing standards are satisfied when an air ambulance service has a duty roster that identifies staff who meet minimum staff criteria and who have committed themselves as being available at the specified times, during the response, emergency medical treatment and transport of a patient in accordance with EMS aircraft entity's SDP.

O. ANNUAL INSPECTION

Each EMS aircraft used in the delivery of patient care shall be inspected annually by ICEMA for compliance with requirements set forth in this policy. Provider shall pay an annual inspection fee per aircraft which shall be used to off-set the cost of inspection(s).

P. STANDARDS OF OPERATION OF AN EMS AIRCRAFT

Each EMS aircraft service shall operate in accordance with ICEMA policies regulations established by State of California Emergency Medical Service Authority.

Q. STANDARDS FOR DISPATCH

EMS aircraft service shall be directly dispatched by the ADC and operate in accordance with ICEMA policies and its ADC as it exists today and may change from time to time with respect to services provided within ICEMA's jurisdiction. Provider further agrees to contract with and utilize ICEMA's ADC for all permitted aircraft dispatches.

R. RESPONSE TIME REPORTING

EMS aircraft response times shall be consistently documented for accurate recording of all aspects of flight. The following items are required for inclusion:

1. Patient arrived at destination date / time: The date / time the responding unit arrived with the patient at the destination or transfer point.
2. Type of response delay: The response delay, if any, of the unit associated with the patient encounter.
3. Type of scene delay: The scene delay, if any, of the unit associated with the patient encounter.
4. Type of transport delay: The transport delay, if any, of the unit associated with the patient encounter.

5. Type of turn-around delay: The turn-around delay, if any, associated with the EMS unit associated with the patient encounter.
6. Ready for departure date / time: The date / time the EMS provider unit is ready to depart from the scene towards its destination.
7. Arrived at care unit date / time: The date / time of arrival at specific facility care unit.
8. Transfer of care at destination facility date / time: The date / time the EMS provider unit transfers care to a health professional at the destination facility.

S. EMS AIRCRAFT SAFETY AND EMERGENCY EQUIPMENT REQUIREMENTS

EMS aircraft shall be maintained at all times in good mechanical condition according to FAA regulations and in a clean and sanitary condition.

1. Minimum Equipment: All EMS aircraft shall be equipped with all safety and emergency equipment required for EMS aircraft by the FAA and ICEMA Protocol No. 7020 - EMS Aircraft Standard Drug & Equipment List as the same are now written, or hereafter amended.
2. Maintenance of Emergency Equipment and Supplies: Dressings, bandaging, instruments, and other medical supplies used for care and treatment of patients shall be protected so they are suitable for use from a medical standpoint.

T. COMPLIANCE

1. All EMS aircraft personnel shall comply with all Federal, State, County and ICEMA laws, regulations, guidelines, and policies.
2. This Section shall not apply during any “state of emergency” or “local emergency” as defined in the Government Code of the State of California.

U. EMERGENCY AND DISASTER OPERATIONS

During any “state of war emergency,” “state of emergency,” or “local emergency,” as defined in the California Emergency Services Act (Government Code Chapter 7 of Division I of Title 2), as amended, each permitted EMS aircraft service shall within reason provide equipment, facilities, and personnel as requested by ICEMA.

V. MUTUAL AID REQUIREMENTS

Whenever ICEMA or its designee determines that EMS aircraft resources within the County are inadequate to respond to a County emergency/disaster, a request for

EMS aircraft mutual aid may be made to any county's Medical Health Operational Area Coordinator (MHOAC), Regional Disaster Medical Health Coordinator (RDMHC), or their designee within any county of the State or adjoining states. Whenever the MHOAC or their designee receives a request involving EMS aircraft mutual aid from any county MHOAC or their designee, such resources shall respond, if available.

W. USER COMPLAINT PROCEDURE

Any user or subscriber to an EMS aircraft service contending that user/subscriber has received unsatisfactory service may file a written complaint with ICEMA setting forth such allegations. ICEMA shall notify the EMS aircraft service of the details of such complaint, and shall investigate the matter to determine the validity of the complaint. If the complaint is determined to be valid, ICEMA shall take reasonable and proper actions to secure compliance.

X. REQUIREMENTS FOR AIR AMBULANCE/AIR RESCUE DESIGNATION

1. Automated Flight Following (AFF): Provider shall obtain, install, and maintain real-time AFF data link between provider's aircraft, ICEMA and ICEMA's designated ADC. AFF component and data link must meet www.AFF.gov minimum requirements in addition to specifications available through ICEMA.
2. Provider Policies and Procedures: Provider shall furnish copies of written policies and procedures that govern, continuous quality improvement, human resources, operations, purchasing and risk management.
3. Response Times: EMS aircraft shall apprise the ADC as soon as practical after receiving a dispatch, its estimated time of arrival at the scene or requested location. While its EMS aircraft is enroute to the scene or requested location, if an EMS aircraft believes that it will not be able to have an EMS aircraft and required staff arrive at the scene or required location within the estimated time of arrival previously given, the EMS aircraft shall contact the ADC and provide its new estimated time of arrival. The ADC may select an alternate EMS aircraft at its sole discretion. A determination by the EMS aircraft crew to accept the flight is based on availability, safety procedures and weather conditions at the pilot's discretion. The EMS aircraft proceeds expeditiously and as directly as possible to the flight destination, considering the weather, appropriate safety rules, flight path and altitude clearances. Permitted EMS aircraft shall be ready for flight at all times when the EMS aircraft service has not reported to the ADC that the EMS aircraft is unavailable to respond. Equipment and supplies required for an EMS aircraft flight are on the EMS aircraft and in working order prior to start of shift and takeoff for patient transport.

4. EMS Air Ambulance Patient/Crew Carrying Capacity: EMS aircraft providers may provide EMS aircraft with a patient compartment configured to carry two (2) or more supine patient(s) with sufficient access to all of the patient(s) extremities in order to begin and maintain ALS and other treatment modalities, pilot, ICEMA observer (for Continuous Quality Improvement (CQI) purposes and flight familiarization), and a minimum of two (2) ALS medical flight personnel.
5. Provider shall provide a copy of provider's CQI plan for review and approval as part of ICEMA's permit approval process.

INDEX

A.	PURPOSE.....	1
B.	DEFINITIONS.....	1
C.	REQUIRED	3
D.	EXCEPTIONS	3
E.	PERMIT FEES.....	4
F.	APPLICATION FOR A PERMIT OR RENEWAL OF A PERMIT	4
G.	ISSUANCE OR DENIAL APPLICATION REVIEW.....	6
H.	CONTENT OF PERMIT	7
I.	AMENDMENT OF PERMITS.....	7
J.	SUSPENSION, REVOCATION, CONDITIONAL OPERATION, AND TEMPORARY VARIANCE OF PERMITS.....	7
K.	RIGHT OF APPEAL SUSPENSION OR REVOCATION, APPLICABLE PROCEDURE	9
L.	LIABILITY INSURANCE	10
M.	COMMUNICATIONS REQUIREMENTS	10
N.	EMS AIR AMBULANCE STAFFING	11
O.	ANNUAL INSPECTION	12
P.	STANDARDS OF OPERATION OF AN EMS AIRCRAFT	12
Q.	STANDARDS FOR DISPATCH	12
R.	RESPONSE TIME REPORTING	12
S.	EMS AIRCRAFT SAFETY AND EMERGENCY EQUIPMENT REQUIREMENTS.....	13
T.	COMPLIANCE.....	13
U.	EMERGENCY AND DISASTER OPERATIONS	13
V.	MUTUAL AID REQUIREMENTS	14
W.	USER COMPLAINT PROCEDURE	14
X.	REQUIREMENTS FOR AIR AMBULANCE/AIR RESCUE DESIGNATION	14